Avaya 1400 Series Digital Deskphone User Guide for Avaya Aura™ Communication Manager

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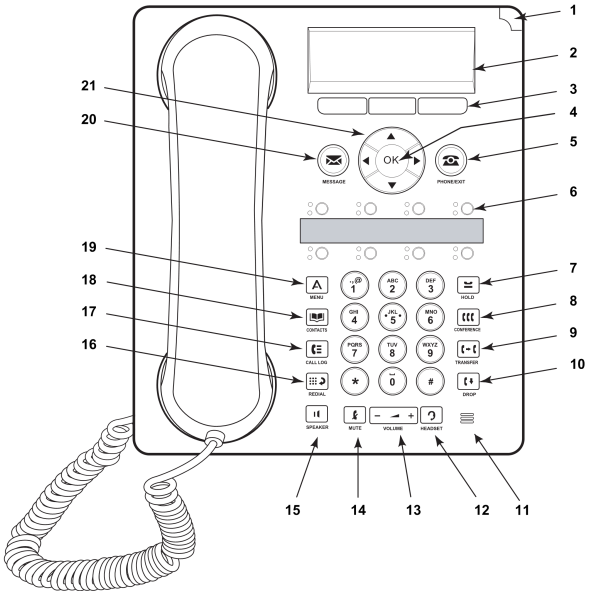
Chapter 1: Introduction to the 1400 Series Digital Deskphones

This user guide is written for the 1408 and 1416 Digital Deskphones.These deskphones put convenient features and capabilities at your fingertips, including a phone screen to view and manage your calls, a contacts list, a call log, a menu of options and settings to customize your phone, and access to your voice mail.

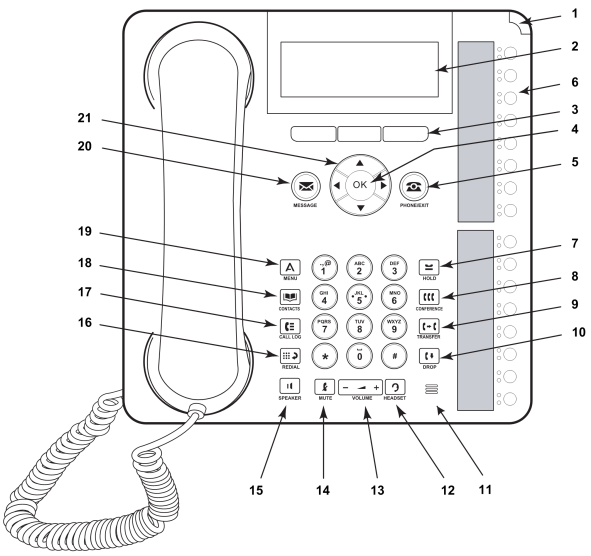
Not all features described in this user guide may be available on your telephone. If you find that a feature is not available, contact your system administrator.

Overview of phone buttons and features

Avaya 1408 Digital Deskphone



Avaya 1416 Digital Deskphone



No.	Name	Description
1	Message Waiting Indicator	An illuminated red light in the upper-right corner of your phone indicates you have voicemail messages waiting. If Visual Alerting is enabled, this light flashes when you receive an incoming call. In addition to the Message Waiting Indicator, the **Message** button is also illuminated when you have voice mail messages waiting,
2	Phone Display	There are 3 (1408) or 4 (1416) lines in the phone display. When the phone is idle, the top line shows the number of missed calls. The top line also shows the primary extension and the time and date as well as any system messages. The middle line (1408) or middle two lines (1416) display application-specific information. The bottom line displays the softkey labels.
3	Softkeys	Press the softkeys to select the softkey labels. The softkey labels show you the action that each softkey produces. The labels and the actions vary depending on the object that is selected.
4	OK	Press the **OK** button for a shortcut to an action. For example, when you select a call log entry, pressing the **OK** button dials the number.
5	Phone/Exit	Press the **Phone/Exit** button to view and manage your calls. For example, if you are viewing a menu, pressing the **Phone/Exit** button switches the phone display back to the home screen.

No.	Name	Description
6	Feature Buttons and Call Appearance Buttons	There are 8 (1408) or 16 (1416) buttons that can be programmed as either call appearance buttons or feature buttons. Press a call appearance button to make or answer a call or resume a call on hold. Press a labeled feature button to enable or disable that feature. The feature buttons provide access to the Avaya call management system features that have been administered for your extension. The green LED next to each feature button indicates if the feature is currently on or off. If the light is on, the feature is on. For more information about the feature buttons, see Advanced telephone features on page 33.
7	Hold	Press the **Hold** button to put the active call on hold.
8	Conference	Press the **Conference** button to add another party to an existing call.
9	Transfer	Press the **Transfer** button to transfer a call to another number.
10	Drop	Press the **Drop** button to drop the active call. While on a conference call, press the **Drop** button to drop the last person added to the conference call. See Dropping the last person added to a conference call on page 20 for more information.
11	Microphone	The omnidirectional microphone sends and receives signals from all directions.
12	Headset	Press the **Headset** button to use the headset if it is connected. Only HIC headset cords are compatible with your phone.
13	Volume	Press **+** or **-** on the **Volume** button while active on the handset, headset or speaker to adjust the volume. To adjust the volume of the ringer, press **+** or **-** on the volume button while the handset, headset, and speaker are active.
14	Mute	Press the **Mute** button to mute a call in progress. To take a call off mute, press **Mute** again.
15	Speaker	Press the **Speaker** button to use the speakerphone. To take a call off speakerphone, lift the handset or press the **Headset** button.
16	Redial	Press the **Redial** button to dial the last number you dialed.
17	Call Log	Press the **Call Log** button to view a list of all, answered, unanswered, and outgoing calls. If there are bridged call appearances configured on your telephone, you are also able to view a list of bridged calls.
18	Contacts	Press the **Contacts** button to view the entries in your contact list.

No.	Name	Description
19	Avaya Menu	Press the **A** button to access the Avaya menu. The Avaya menu provides options that allow you to perform tasks such as customize telephone settings, configure call logging, select the display language, and verify telephone operation.
20	Message	Press the **Message** button to connect directly to your voice mail system. This button is illuminated when you have voice mail messages waiting.
21	Navigation Arrows	Press the up and down navigation arrows to scroll through lists. Press the right and left navigation arrows to navigate between different views of an application, to move the cursor during text input, or to turn an option on or off.

LEDs

Each call appearance button and feature button has two LEDs, one green and one red, to indicate the status of the call appearance or feature. The status is identified by whether the LED is on, off, or blinking as described in the following tables.

Table 1: Call appearance button LEDs

LED	Description
Steady green	Call appearance is active.
Slow blinking green	Call appearance is ringing.
Fast blinking green	Call appearance is on hold.
Very fast blinking green	Conference or Transfer is pending.
Steady red	Call appearance is selected and will be used when you go off-hook. It remains steady red while you use the call appearance.
Off	Call appearance is available.

Table 2: Feature button LEDs

LED	Description
Steady green	Feature is active.
Blinking green	Feature is pending (request is being processed and not immediately available).
Blinking red	Feature is shown on the phone display.
Off	Feature is not active.

Scrolling and navigation

To navigate through the options and features on your telephone display, use the navigation arrows to scroll and the **OK** button to select lines or options.

A navigation icon appears in the phone display to indicate that you can scroll to more options or information. Use the right and left navigation arrows to go to other screens or to move the cursor right or left when entering text. When you scroll to a line on the display, that line is selected.

The softkey labels will change according to the options available for the selected line. The **OK** button is a shortcut for the default action. For example, when you select an entry in your contacts list, pressing the **OK** button places a call to that person.

Paper labels

Next to each call appearance button and feature button is a paper label. The label identifies the call appearance number or the feature that has been programmed on the button by your system administrator. You can remove the labels if you want to change a label or write on a blank one. Printed labels are also available for your telephone. See your system administrator for more information.

Chapter 2: Making calls

Use the procedures in this chapter to make calls from your telephone.

Making a call

If you are not on a call, simply dial the number you want to call.

1. Do one of the following:
   - Lift the handset.
   - Press the **Speaker** button.
   - Press the **Headset** button.
   - Press an available call appearance button.
2. Dial the number you want to call.

Redialing a number

To redial the last number dialed, press the **Redial** button.

Calling a person from the contacts list

1. Press the **Contacts** button.
2. Locate the contact you want by starting to type the person's name as it is listed.
   For example, if you added John Smith to your Contacts List as “Smith, John” you would start typing his last name rather than his first name. Each time you press the

dialpad, the list display shifts to match your input. Alternately, you can scroll up or down to locate the contact.

3. Scroll up or down to select the person or number you want to call.
4. Press the **OK** button or the **Call** softkey.

Calling a person from the call log

1. Press the **Call Log** button.
2. Scroll to the left or right to view a separate list of all, un-answered, answered, or outgoing calls.
3. Scroll up or down to select the person or number you want to call.
4. Press the **Call** softkey or the **OK** button.

Chapter 3: Handling calls

Use the procedures in this chapter to handle calls from your telephone. This includes procedures such as answering a call, muting a call, and transferring a call.

Answering a call

When you receive an incoming call, the green LED associated with the call will flash. The incoming call is usually selected automatically. However, if you are already on a call or if you receive more than one incoming call at a time, you may need to select the call you want to answer manually.

- If you are not on another call, do one of the following:
  - Lift the handset.
  - Press the call appearance button whose green LED flashes for the incoming call.
  - Press the **Speaker** button to answer using the speakerphone.
  - Press the **Headset** button to answer using the headset.
  - If you are using a wireless headset, press the **ON** button.
- If you are on another call, press the call appearance button whose green LED flashes for the incoming call.

Note:

If the Auto Hold (Communication Manager) feature is enabled by your system administrator, you can answer another call without first putting an active call on hold. If Auto Hold is not enabled, you must put your active call on hold before answering the incoming call; otherwise, you will drop the active call when you answer the other one.

Sending an incoming call directly to voice mail

Press the **To Vmail** softkey to send an incoming call directly to voice mail without answering.

To do this, your voice mail must be administered as the first entry in your coverage path. See your system administrator for more information.

Muting a call

If a call is on mute and you switch between the handset, headset, or speakerphone, the mute will be turned off. When the Mute button light is on, the call is muted.

1. Press the **Mute** button during a call so that the other person cannot hear you.
2. Press the **Mute** button again to unmute the call.

Putting a call on hold

1. Press the **Hold** button to put your active call on hold.

   The fast blinking green LED next to the call appearance button indicates the call is on hold.
2. To resume the call, press the call appearance button for the call on hold.

Transferring a call

1. If the call you want to transfer is not your active call, press the call appearance button for the call you want to transfer.
2. Press the **Transfer** button.

   The very fast blinking green LED next to the call appearance button indicates the call is being transferred.
3. Dial the telephone number, call the person from the contacts list, or call the person from the call log.

Note:

To transfer the call to a call that is on hold, press the call appearance button for the call that is on hold.

4. Press the **Transfer** button to transfer the call.
   Once the transfer is complete, **Transfer completed** appears in the phone display.

Chapter 4: Conference calls

You can use conference calls to speak with up to five people in different locations on the same call . Additional conferencing options may be available through Expanded Meet-Me Conferencing. Contact your system administrator for more information about this feature.

Making a conference call

1. While active on a call, press the **Conference** button.
   The very fast blinking green LED next to the call appearance button indicates the call is being conferenced.
2. Do one of the following:
   - Dial the telephone number.
   - Call the person from the contacts list.
   - Call the person from the call log.
3. Press the **Conference** button to add the person to the existing call.

Adding a person on hold to a conference call

1. Select the call appearance button for your active conference call.
2. Press the **Conference** button.
   The active conference call is put on soft hold.
3. Press the call appearance button of the call on hold.
   Be sure not to choose the call appearance button for the call that is on soft hold.
4. Press the **Conference** button again to add the person to the conference call.

Putting a conference call on hold

When you put a conference call on hold, the other parties can still talk to each other.

1. Press the **Hold** button during a conference call.
   The blinking green LED next to the call appearance button indicates the conference is on hold.
2. Press the call appearance button to resume the conference call.

Dropping the last person added to a conference call

1. Press **Drop**.
2. While active on a conference call, press the **Drop** button.

Chapter 5: Getting your messages

Use the **Message** button to connect to your voice mail system. When you have messages waiting, the **Message** button is illuminated. The red light on the upper right-hand corner of your telephone is also illuminated when you have messages waiting. Your messages are an administered function. Contact your system administrator with any questions.

Logging into your voice mail

1. To log in to your voice mail, press the **Message** button.
2. Follow the voice prompts from your voice mail system.

Chapter 6: Bridged call appearances

Your phone may show one or more bridged call appearances on the display screen in addition to your own call appearances. A bridged call appearance typically belongs to someone else, but bridging allows you to see if that call appearance is in use, answer calls on that appearance, or join a call in progress on that call appearance from your telephone. You can also make outgoing calls on a bridged call appearance when it is not in use.

Answering a call on a bridged call appearance

Answering a call on a bridged call appearance is basically the same as a call on a primary line. If the ringing bridged call appearance is selected, you can answer by picking up the handset or by pressing the **Speaker** or **Headset** button.

To answer a call on a bridged call appearance, press the call appearance button associated with the bridged call appearance.

Note:

The ringing bridged call appearance may be selected automatically if there are no other active calls. If you are on another call when a call comes in to a bridged call appearance, you may have to select the ringing bridged call appearance button (just like for an incoming call to a primary line).

Joining a call on a bridged call appearance

1. Scroll to the call in progress that you want to join.
2. Press the call appearance button for the bridged call appearance.

Making an outgoing call on a bridged call appearance

When you make a call on a bridged call appearance, you are using another person's call appearance. The caller ID may show the call as coming from you or coming from the person whose call appearance you are using. If you have any questions about how the name or extension displays to the person you are calling, contact your system administrator.

1. Press the call appearance button associated with the bridged call appearance.
2. Dial the telephone number, or call the person from the contacts list, or call the person from the call log.

Chapter 7: Contacts

You can save up to 100 names and telephone numbers. For additional information, see Calling a person from the contacts list on page 13.

Viewing contact details

1. Press the **Contacts** button.
2. Scroll to the contact you want to view.

   Names are listed alphabetically by last name. To return to the top of the list, press the **Contacts** button again.
3. Do one of the following:
   - For the 1416 telephone, press the **Details** softkey to see the contact name and number.
   - For the 1408 telephone, press the **Details** softkey to see the contact number, and then scroll down to see the contact name.

Adding a new contact

1. Press the **Contacts** button.

   Note:
   If this is the first contact you are adding, skip step 2.
2. Press the **More** softkey.

   If the **More** softkey is not displayed and this is not your first contact, press the **Contacts** button again.
3. Press the **New** softkey.

4. Enter the name using the dialpad. To enter characters using the dialpad:
   a. Press the number key that corresponds to the letter or number you want to enter until the letter or number is displayed.
   b. Pause before entering the next character if the characters are on the same key.
   c. To enter a space, press **0**.
   d. Enter remaining letters or numbers.
   e. Press **Bksp** to delete the last character.

   Note:
   If you want to remove a letter, number, space, or symbol that is in the middle of the text you entered, use the left and right navigation arrows to place your cursor after the character you want to remove. Once your cursor is in the correct position, press **Bksp** to remove the character to the left of the cursor.
5. Press the **OK** button or the **OK** softkey.
6. Enter the telephone number as you would if you were dialing it directly.
7. Press the **Save** softkey or the **OK** button.

Editing a contact

1. Press the **Contacts** button.
2. Scroll to the contact you want to edit.
3. Press the **More** softkey.
4. Press the **Details** softkey.
5. Press the **Edit** softkey.
6. Scroll up or down to choose the field you want to edit.
7. Use the dialpad and softkeys to make changes to the contact information.
8. Press the **Save** softkey or the **OK** button to save your changes.

Deleting a contact

1. Press the **Contacts** button.
2. Scroll to the contact you want to delete.
3. Press **More** > **Delete**.
4. Press the **Delete** softkey again to confirm.

Note:

If you press the **Cancel** softkey prior to pressing the **Delete** softkey, your contact information will not be removed.

Adding an entry from the call to your contacts list

1. Press the **Call Log** button.
2. Scroll to the number you want to add to your contacts list.
3. Press the **Details** softkey.
4. Press the **+Contact** softkey.
   If your contacts list is full, the **+Contact** softkey is not displayed.
5. To edit the name or number, scroll up or down and edit as appropriate.
6. Press the **Save** softkey or the **OK** button.

Chapter 8: Call log

You can use the call log to view separate lists of your answered, unanswered, outgoing, or bridged calls. See Turning call logging on or off on page 31 for information about turning call logging on and off for different call types.

Viewing the Call Log

1. Press the **Call Log** button.
   You can go to the top of the list by pressing the **Call Log** button again.
2. Scroll to the right or left to view separate lists of answered, unanswered, outgoing, or bridged calls.

Viewing call log details

1. Press the **Call Log** button.
2. Scroll to the number you want to view.
3. Do one of the following:
   - For the 1416 telephone, press the **Details** softkey to view the time, date, and duration of the call.
   - For the 1408 telephone, press the **Details** softkey to view the name. Then scroll down one line at a time to view the number, date and time, and duration of the call.
4. Press the **Back** softkey to return to the list view.

Adding an entry from the call to your contacts list

1. Press the **Call Log** button.
2. Scroll to the number you want to add to your contacts list.
3. Press the **Details** softkey.
4. Press the **+Contact** softkey.
   If your contacts list is full, the **+Contact** softkey is not displayed.
5. To edit the name or number, scroll up or down and edit as appropriate.
6. Press the **Save** softkey or the **OK** button.

Removing an entry from the call log

1. Press the **Call Log** button.
2. Select the number you want to delete.
3. Press **More** > **Delete**.
4. Press the **Delete** softkey again to confirm.

Clearing all entries from the call log

Clearing all entries from a call log deletes all of the entries for the specific list you are viewing. For example, if you are viewing the Outgoing calls list, only outgoing calls are deleted from the call log. You are also able to clear all calls from the entire call log.

1. Press the **Call Log** button.
2. To delete entries from a specific list:
   a. Select the list whose entries you want to delete.

b. Press **More** > **Del All** to delete all of the entries in the list you are viewing.

c. Press the **Del All** softkey again to confirm.

3. To delete all entries in the entire call log:

a. Press **More** > **Del All** to delete all entries.

b. Press the **Del All** softkey again to confirm.

Turning call logging on or off

You can set the call logging feature to log answered, unanswered, outgoing, or bridged calls. The option to log bridged calls is available only if your telephone is configured with bridged call appearances. You can turn call logging on or off for any of these call types.

1. Press the **A** button.
2. Scroll to **Application**.
3. Press the **Select** softkey or the **OK** button.
4. To turn the Log-Answered option on or off:

a. With **Log-Answered** displayed, press the **On/Off** softkey, the **OK** button, or the right or left navigation arrow to turn Log-Answered on or off.

When set to **On**, all answered calls are stored in the call log.

b. Press the **Done** softkey to save your changes.

5. To turn the Log-Unanswered option on or off:

a. Scroll to **Log-Unanswered**.

b. Press the **On/Off** softkey, the **OK** button, or the right or left navigation arrow to turn Log-Un-answered on or off.

When set to **On**, all unanswered calls are stored in the call log.

c. Press the **Done** softkey to save your changes.

6. To turn the Log-Outgoing option on or off:

a. Scroll to **Log-Outgoing**.

b. Press the **On/Off** softkey, the **OK** button, or the right or left navigation arrow to turn Log-Outgoing on or off.

When set to **On**, all outgoing calls are stored in the call log.

c. Press the **Done** softkey to save your changes.

7. To turn the Log-Bridged option on or off (available only if your telephone has bridged call appearances):

   a. Scroll to **Log-Bridged**.

   b. Press the **On/Off** softkey, the **OK** button, or the right or left navigation arrow to turn Log-Bridged on or off.

      When set to **On**, all incoming and outgoing calls on bridged call appearances are stored in the call log.

   c. Press the **Done** softkey to save your changes.

Chapter 9: Advanced telephone features

Avaya call management systems provide many advanced telephone features such as Directory, Call Forwarding, and Abbreviated Dial buttons.These features are administered on the feature buttons on your telephone. The features are identified on the associated paper labels.

The features that are available to you depend on what your administrator has assigned to your telephone. A few of the most commonly administered features are explained below. For more information about all the features that are available for your extension, contact your system administrator.

Forwarding a call

The Call Forward feature allows you to forward your incoming calls to another number. You must enter the telephone number where the calls will be forwarded each time you use this feature. You can forward calls only to internal numbers.

1. To turn call forwarding on, press the **CFrwd** feature button.
   You hear a dial tone prompting you to dial the forwarding number.
2. Dial the number you want to forward your calls to.
   After you dial the number, you hear a confirmation tone. The green LED next to the feature button turns on.
3. To turn call forwarding off, press the **CFrwd** feature button.
   The green LED next to the feature button turns off.

Send all calls

The Send All Calls (SAC) feature allows you to send all of your incoming calls directly to a predefined coverage number, typically your voice mail. Incoming calls ring once at your extension and then go directly to a number which is set by your system administrator.

- To send all calls to coverage, press the **SAC** feature button.

The green LED next to the feature button turns on.

- To turn the feature off, press the **SAC** feature button.
  The green LED next to the feature button turns off.

Calling a person from the corporate directory

The Directory feature allows you to dial other users in your system by name.

1. Press the **Directory** feature button.
2. Use the dialpad keys to start spelling the last name of the person you want to call.
   Press each dialpad key one time for each corresponding letter. For example, for “Hill”, press **4,4,5,5**.
3. Press the **Next** feature button to view the next name alphabetically in the directory, if necessary.
4. Press the **Make Call** feature button when you see the name you want.
5. To exit the Directory, press the **Phone/Exit** button or the **Exit** softkey.

Activating Extension to Cellular (EC500)

The Extension to Cellular (EC500) feature allows you to have incoming calls ring on your office telephone and your cell phone at the same time. This allows you to answer office calls while you are away from your desk. The cell phone number is programmed by your system administrator.

1. To turn the EC500 feature on, press the **EC500** feature button.
   The green LED next to the feature button turns on.
2. To turn the EC500 feature off, press the **EC500** feature button.
   The green LED next to the feature button turns off.

Chapter 10: Avaya menu

Use the Avaya menu to perform tasks such as adjust and customize phone settings, select the display language, turn call logging on or off for different call types, and set visual and audible alerting.

The Avaya menu has four sub-menus:

Screens/ Sounds	Lets you adjust the display brightness and contrast, select your ringing pattern, turn button click sounds on and off, and turn error tones on and off.
Call Settings	Lets you turn visual alerting, audible alerting, show phone screen, and stay in contacts on or off; and set the audio path to speakerphone or headset.
Application	Lets you turn call logging on and off for answered, unanswered, outgoing, and bridged calls.
Advance	Lets you select the display language, perform a telephone self-test, turn the remote headset on or off, erase entries in your contacts list and call log, and customize other telephone settings.

Note:
The sub-menus that appear depend on how your extension was administered. Some sub-menus may not be available.

Adjusting the brightness or contrast of the display

1. Press the **A** button.
2. With **Screens/Sounds** displayed, press the **Select** softkey or the **OK** button.
3. Select **Brightness** or scroll to select **Contrast**.
4. Press the **Select** softkey or the **OK** button.
5. Scroll to the right or left to adjust the brightness or contrast.
6. Press the **Done** softkey to save your changes.

Changing the ring pattern

1. Press the **A** button.
2. With **Screens/Sounds** displayed, press the **Select** softkey or the **OK** button.
3. Scroll to **Personal Ring**.
4. Press the **Select** softkey or the **OK** button.
5. Scroll up or down to see a list of the available ring patterns. There are 8 personal ring patterns to choose from.
6. Select a ring pattern, and press the **Play** softkey to listen to it.
7. Press the **Play** softkey to hear it again.
8. Press the **Save** softkey to make it your ring pattern.
9. Press the **Done** softkey to save your changes.

Turning button click sounds on and off

1. Press the **A** button.
2. With **Screens/Sounds** displayed, press the **Select** softkey or the **OK** button.
3. Scroll to **Button Clicks**.
4. Press the **On/Off** softkey, the **OK** button, or the right or left navigation arrow to turn sounds on or off.
5. Press the **Done** softkey to save your changes.

Turning error tones on or off

1. Press the **A** button.
2. With **Screens/Sounds** displayed, press the **Select** softkey or the **OK** button.
3. Scroll to **Error Tones**.
4. Press the **On/Off** softkey, the **OK** button, or the right or left navigation arrow to turn error tones on or off.
5. Press the **Done** softkey to save your changes.

Turning visual alerting on or off

When the Visual Alert option is turned on, incoming calls cause the LED in the top right corner of the phone to flash. You can turn Visual Alert on or off.

1. Press the **A** button.
2. Scroll to **Call Settings**.
3. Press the **Select** softkey or the **OK** button.
4. Scroll to **Visual Alert**.
5. Press the **On/Off** softkey, the **OK** button, or the right or left navigation arrow to turn visual alerting on or off.
6. Press the **Done** softkey to save your changes.

Turning audible alerting on or off

When the Audible Alert option is turned on, the telephone rings when an incoming call arrives. When the Audible Alert option is turned off, the telephone does not ring when a call arrives, and the Visual Alert option is automatically turned on.

1. Press the **A** button.
2. Scroll to **Call Settings**.
3. Press the **Select** softkey or the **OK** button.
4. Scroll to **Audible Alert**.
5. Press the **On/Off** softkey, the **OK** button, or the right or left navigation arrow to turn Audible Alert on or off.
6. Press the **Done** softkey to save your changes.

Setting the audio path

You can set the audio path of your phone so that when you initiate a call, the audio path automatically goes to either the speakerphone or your headset.

1. Press the **A** button.
2. Scroll to **Call Settings**.
3. Press the **Select** softkey or the **OK** button.
4. Scroll to **Audio Path**.
5. Press the **Change** softkey or the **OK** button to toggle between Headset and Speaker.
6. Press the **Done** softkey to save your changes.

Setting the phone behavior when making a call from your contacts list

When the Stay in Contacts option is turned on, when you make a call from your contacts list, the telephone will stay in the contacts application. If you want the telephone to exit the contacts application when you make a call from your contacts list, turn this option off.

1. Press the **A** button.
2. Scroll to **Call Settings**.
3. Press the **Select** softkey or the **OK** button.
4. Scroll to **Stay in Contacts**.
5. Press the **On/Off** softkey, the **OK** button, or the right or left navigation arrow to turn Stay in Contacts on or off.
6. Press the **Done** softkey to save your changes.

Setting the phone screen behavior

When the Show Phone Screen option is turned on, when an incoming call arrives, the telephone display will exit the contacts application, call log, or any menu that is open. If you want to remain in the contacts application, call log, or menu when an incoming call arrives, turn this option off.

1. Press the **A** button.
2. Scroll to **Call Settings**.
3. Press the **Select** softkey or the **OK** button.
4. Scroll to **Show Phone Screen**.
5. Press the **On/Off** softkey, the **OK** button, or the right or left navigation arrow to turn Show Phone Screen on or off.
6. Press the **Done** softkey to save your changes.

Turning remote headset on or off

1. Press the **A** button.
2. Scroll to **Advance**.
3. Press the **Select** softkey or the **OK** button.

4. Scroll to **Remote Headset**.
5. Press the **Select** softkey or the **OK** button.
6. Press the **On/Off** softkey, the **OK** button, or the right or left navigation arrow to turn the remote headset on or off.
7. Press the **Done** softkey when finished.

Changing the language

1. Press the **A** button.
2. Scroll to **Advance**.
3. Press the **Select** softkey or the **OK** button.
4. Scroll to **Language**.
5. Press the **Select** softkey or the **OK** button.
6. Scroll up or down to select the desired language.

   Note:
   Other languages may be available. Contact your system administrator.
7. Press the **Select** softkey or the **OK** button to change to the selected language.
8. Press the **Done** softkey to save your changes.

Setting audio levels on the handset, headset, and speaker

Use the audio settings to enable optimum audio levels for different environments. Automatic gain control (AGC) helps to maintain a constant audio level by automatically increasing or decreasing the gain depending upon the signal level. For high level signals, the gain is reduced and for low level signals, the gain is increased.

1. Press the **A** button.
2. Scroll to **Advance**.
3. Press the **Select** softkey or the **OK** button.

4. Scroll to **Audio**.
5. Press the **Select** softkey or the **OK** button.
6. To set automatic gain control for the handset, with **Handset AGC Enabled** displayed, press the **On/Off** softkey, the **OK** button, or the right or left navigation arrow to turn the option on or off.

   Set to **On** to enable AGC on the handset, or set to **Off** to disable AGC on the handset. The default setting is **On**.
7. To set automatic gain control for the headset:
   a. Scroll to **Headset AGC** Enabled.
   b. Press the **On/Off** softkey, the **OK** button, or the right or left navigation arrow to turn the option on or off.

      Set to **On** to enable AGC on the headset, or set to **Off** to disable AGC on the headset. The default setting is **On**.
8. To set automatic gain control for the speaker:
   a. Scroll to **Speaker AGC Enabled**.
   b. Press the **On/Off** softkey, the **OK** button, or the right or left navigation arrow to turn the option on or off.

      Set to **On** to enable AGC on the speaker, or set to **Off** to disable AGC on the speaker. The default setting is **On**.

Verifying telephone operation

Use the Self Test option to verify the operation of the telephone’s lamps and display components. This option also provides information regarding the telephone model, firmware version, bootloader version, language text file, and font files.

1. Press the **A** button.
2. Scroll to **Advance**.
3. Press the **Select** softkey or the **OK** button.
4. Scroll to **Selt Test**.
5. Press the **Test** softkey or the **OK** button.
6. Press the **Test** softkey or the **OK** button to perform a self test of the telephone's lamps and display.

7. Scroll through the menu to see the firmware version, bootloader version, language text file, and font file versions.
8. Press the **Done** softkey when finished.

Erasing personalized settings

Use the Erase option to erase some or all of your personalized settings, including entries in your contact list, call log, language, and options such as customized ring tones and audible alerts.

1. Press the **A** button.
2. Scroll to **Advance**.
3. Press the **Select** softkey or the **OK** button.
4. Scroll to **Erase**.
5. Press the **Select** softkey or the **OK** button.
6. To erase all entries in your contact list:
   a. With **Contacts** displayed, press the **Erase** softkey or the **OK** button.
   b. Press the **Erase** softkey or the **OK** button again to confirm.
7. To erase all entries in your call log:
   a. Scroll to **Call Log**.
   b. Press the **Erase** softkey or the **OK** button.
   c. Press the **Erase** softkey or the **OK** button again to confirm.
8. To erase your personalized settings (excluding language and contrast) and return them to the default values:
   a. Scroll to **Options**.
   b. Press the **Erase** softkey or the **OK** button.
   c. Press the **Erase** softkey or the **OK** button again to confirm.
9. To erase your customized language setting and reset it to English:
   a. Scroll to **Language**.
   b. Press the **Erase** softkey or the **OK** button.

c. Press the **Erase** softkey or the **OK** button again to confirm.

10. To erase entries in your contact list and call log, all personalized settings, and your customized language setting:
    a. Scroll to **All**.
    b. Press the **Erase** softkey or the **OK** button.
    c. Press the **Erase** softkey or the **OK** button again to confirm.

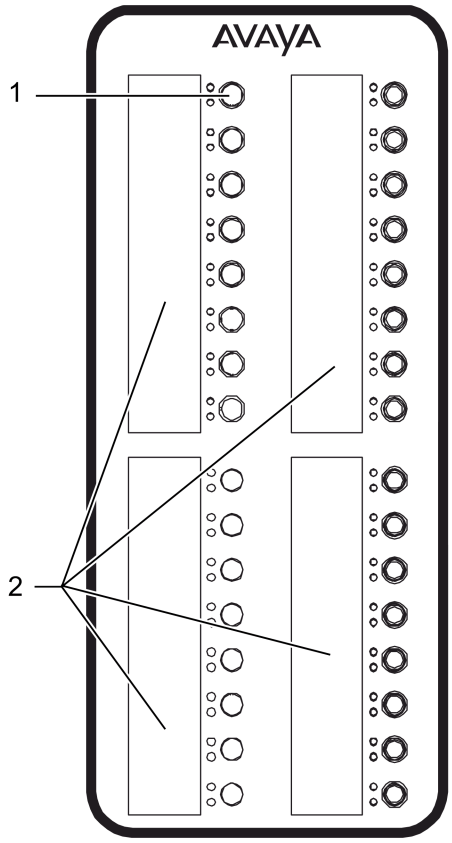
Chapter 11: DBM32 button module

The DBM32 button module extends the number of call appearances and feature buttons on your Avaya 1416 telephone. It provides 32 additional lines for incoming calls, outgoing calls, and call features. You can connect up to two button modules to the 1416 telephone. Typical uses are to provide:

- additional lines for calls bridged from one or more other extensions,
- abbreviated dialing buttons, and
- buttons to access additional communication system features like call forwarding.

Note that call appearances and features the button module displays also appear in the call appearances and features lists on your telephone.

To use only with Avaya Digital Phone, AVAYA INC, model 1416.



1	Call appearance or feature buttons with LEDs

2	Area for paper button labels

Note:
The BM32 button module available for use with the Avaya 1616 telephone cannot be used with the Avaya 1416 telephone.

Answering a call

- To answer a call using the speakerphone, press the flashing call appearance button on the button module.
- To answer a call using the handset, pick up the handset and then press the flashing call appearance button on the button module.

Making a call using an abbreviated dial button

Abbreviated dial (AD) buttons provide one-button dialing of commonly called numbers. If your system administrator has set up AD buttons, you can press a single button on the button module to dial a number.

- To make a call using the handset, lift the handset and then press the button that corresponds to the name or number of the person you want to call.
- To make a call using the speakerphone, press the button that corresponds to the name or number of the person you want to call.

Note:
If your system administrator has set up the Program Abbreviated Dialing feature on your telephone, you can program the numbers for AD buttons yourself. See your system administrator for more information.

Accessing features

Your button module might have feature buttons for features like Call Forwarding, Call Pickup, Go to Coverage, or Auto Callback.

To use a feature button, press the button next to the feature you want to activate.

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